

VENDOR OPERATING PROCEDURES MANUAL

SECTION IX

REPAIR AND REPLACEMENT OF EQUIPMENT

9.1. Maintenance and Replacement

The DSB will maintain or cause to be maintained all vending facility equipment in good repair and in an attractive condition and shall replace or cause to be replaced worn-out or obsolete equipment as required to ensure the continued successful operation of the facility.

Each vendor shall take reasonable care of the equipment in his/her facility and shall carry out routine day-to-day maintenance procedures. Should it be determined, based on firm evidence, that equipment or fixtures have been damaged or destroyed through malicious intent, the vendor will be charged with the expense of replacement. Such behavior on the part of the vendor, if proven, will be grounds for disciplinary action.

9.1.1. Vending Machines. Vending machines will be purchased for locations that are established as vending machine locations only or have vending machines in service that were purchased by the Program on or before 11/5/05. Managers wanting to add vending machines to the location in lieu of contracting the machines, must purchase the machines at their own expense. However, the Program will offer assistance with the purchase of machines by way of a repayment plan. The repayment plan would work as follows; the Program would purchase the machine(s) and allow the manager to pay back the total cost of the purchase over the next 5 reporting periods, if needed.

9.2. Repair and Replacement of Equipment - Emergency

When a major problem is created in operating the facility because of a breakdown of a piece of equipment, the vendor should call a local repair company and obtain an estimate of the cost to have the equipment repaired. If the estimate is \$100 or above, the vendor should call the Vending Facility Specialist for instructions before having the equipment repaired. If the estimate is less than \$100, the vendor should have the equipment repaired. The vendor should ask the repair company to send the bills to Division of Services for the Blind, P.O. Box 3237, Little Rock, Ark. 72203. The itemized bill should be marked attention to the Vending Facility Specialist who supervises the facility. If the repair company will not send its itemized bill to the DSB, the vendor should pay for the repair service from the cash drawer and obtain an itemized bill from the company marked "Paid". The vendor should send the itemized bill to the

specialist in order to be reimbursed. The payment for the repair service will not be shown as an operating expense on the Weekly Sales Report.

9.3. VFP Equipment Disposal.

Equipment purchased by the VFP that has been determined is of no use to the Program by VFP staff; the manager assigned to the location will have first rights to the equipment for their personal use and may dispose of the items at will. Those items will be removed from the equipment inventory according to VFP policy. Managers will not be charged for the equipment that is being disposed of. Any questions or problems concerning the equipment disposal will be address by the VFP Administrator and the President of Arkansas Association of Blind Vending Facility Managers.